

Question Area: Technical

Question 1: We are using the uninsured data you provided at <http://www2.illinois.gov/gov/healthcarereform/Documents/News%20and%20Resources/IL%20Assister%20Program%20Maps.pdf> in order to assess capacity and costs. We propose to serve many of the counties listed on that document, but also a number that are not listed. Where can we find the same data for the unlisted counties?

Answer: Please see additional data recently posted at <http://www2.illinois.gov/gov/healthcarereform/Pages/NewsandResources.aspx>

Question 2: We're applying as our parent company, which has not received grants from the State. However, our different organizations that fall under the parent organization have received grants. Should I list out all of the grants received from all of our organizations, or just the applicant FEIN #?

Answer: Please only list grants attributed to the Applicant Organization's FEIN. Any relevant grant work performed by the organization's affiliates and employees may be described elsewhere in the application as the applicant sees fit.

Question 3: For question 4.3(g) and 8.2, do you need an audit report for ONLY the applicant organization or for all participating organizations?

Answer: Audit reports should only be submitted for the applicant organization as they are the fiscal agent.

Question 4: What records are to be maintained, and for how long?

Answer: Information related to maintenance of record requirements will be released to successful grantees upon award. If awarded a grant, all documents related to that grant should be maintained according to the grant agreement terms or governing tax/auditing laws, whichever are longer.

Question 5: Is there a definition of "small business" as the term is used in the In-Person Counselor RFP?

Answer: Small business is defined as a business eligible, or potentially eligible, to purchase a plan for its employees through the Small Business Health Options Program (SHOP) Marketplace. To be eligible for SHOP participation, an employer must have 50 or fewer full-time equivalent employees.

Question 6: If we submit an application with all six counties, is there a possibility that the state would select certain counties and not others? Or, if we submit for all six counties is there a possibility that the whole application could be declined if we don't meet the criteria for certain counties?

Answer: Applications will be evaluated on the entire proposal, including areas covered. Applications will be evaluated on the value that their proposals deliver relative to the grant

program's primary goals of enrollment and outreach. The state of Illinois reserves the right to modify proposals as needed to meet overall In Person Counselor Program goals.

Question 7: Will the Marketplace enrollment software/website be compatible with iPads?

Answer: The federal government will be developing the Marketplace website utilized by Illinois residents. The State will pass along all information on the Marketplace website as it is received. While the Illinois Department of Healthcare and Family Services Application for Benefits Eligibility website will be accessible through iPad, there may be certain functionality that does not work.

Question 8: Please clarify question 9 in the May 11 Responses: "an organization may apply as a partner in two separate applications covering different regions and using separate staff to perform proposed activities." Can the separate regions be separate townships within a single county?

Answer: Yes.

Question 9: May we provide an optional attachment in the space for federal grant narrative if we are not applying for the federal grant and would otherwise leave that upload field blank?

Answer: No, please leave the field empty if you are not submitting an explanation of funding requested or Project Narrative for the federal Cooperative Agreement to Support Navigators in Federally-facilitated and State Partnership Exchanges program.

Question 10: If a prospective partner organization has Certified Application Counselors on staff, what needs to be true of the relationship with the lead applicant to be part of the effort and included in our project outcomes?

Answer: Activities of Certified Application Counselors (CAC) do not pertain to the IPC grant opportunity, and any activities of CACs should not be reflected in IPC program outcomes.

Question 11: Can a business that has its 501C3 under one name but doing business in another be eligible to apply?

Answer: A variety of organizations are eligible to apply for funding, including those organized as 501(c)3 non-profits as well as those organized as for-profit corporations or partnerships. Please see Section IV of the Application Instructions for a list of entities that may apply, as well as a list of factors that would exclude an organization from eligibility to apply.

Question 12: I am an independent license insurance broker and a Certified Financial Planner practitioner. Am I required to establish a DBA or LLC to apply for the IPC grant program?

Answer: IDPH will only accept applications from legally recognized organizational entities; applications from individual persons will not be considered. However, an individual may form a legal entity for the purposes of applying for this grant. Please refer to "Section IV. Eligible Applicants" of the grant application for more information on eligibility.

Question 13: In the Applicant Information section of the application, can you clarify what is meant by “your organization’s annual operating budget”? Are you asking for the annual operating expenses? Net operating income?

Answer: Please state your organization’s net operating income in this field.

Question 14: Where in the application can we upload attachments such as letters of support, maps or other graphics?

Answer: Materials not requested in the application should not be included in the applicant’s submission.

Question 15: Are non-US citizens eligible for the Marketplace? Are they eligible if they have a work VISA?

Answer: Yes. Non-citizens who are legally present in the U.S. may purchase health coverage through the Marketplace. Some non-citizens may be eligible for Medicaid if they have been in the country for at least 5 years. Legal non-citizens who are ineligible for Medicaid may also qualify for federal subsidies. Unlawful immigrants are not subject to the personal mandate that nearly all residents carry insurance, are ineligible for Medicaid, and may not purchase health insurance through the Marketplace.

Question 16: Are students eligible for the Marketplace?

Answer: Students may purchase coverage through the Marketplace provided they meet all eligibility requirements.

Question 17: When you say to have IPA tools and functions listed in the Instructions of Background and purpose; can you elaborate some for understanding on types of IPA tools.

Answer: The term “IPA” should have read “IPC.” Examples of IPC tools and functions include the materials, software, and equipment used by grantees as well as the enrollment and outreach activities performed.

Question 18: In the Applicant Information section of the In-Person Counselor grant application (p. 10 of RFA), applicants are asked to provide information on subcontractors, including a description of their services. Does this refer to the services the organization provides as part of their mission and daily practice, or does it refer to the services they will be providing under the grant?

Answer: The Subcontractor section refers to subcontractors performing services under the grant.

Question Area: IPC Responsibilities

Question 19: What is the estimated time to complete one person's online enrollment application assuming all required documents are at hand and the enrollee is a single person? In what way does the time estimate change if the enrollment is a family (assume 4 people)?

Answer: The applications for coverage under the Marketplace are available online at <http://www.cms.gov/CCIIO/resources/Forms-Reports-and-Other-Resources/index.html#Affordable%20Insurance%20Exchanges>. However, organizations should expect to spend additional time explaining various application requirements and facilitating plan selection.

Question 20: Grantees must assist all Illinois residents with enrollment, yet we have goals for those who reside in our county. Should we be concerned about reaching our physical location goals? We are basing our goal statements on the number uninsured in our area (tied to zip code of applicant or person enrolled).

Answer: Grantees should base their goal statements off of their proposed activities and target population. However, all grantees are expected to assist any Illinois resident who contacts them for assistance. Residents of other states should be referred to resources in the appropriate state.

Question 21: If an individual is undocumented and uninsured, and we assist them in purchasing unsubsidized health insurance on the exchange, would they be counted in the results of newly enrolled?

Answer: Undocumented immigrants are not eligible to purchase insurance on the Marketplace (subsidized or unsubsidized). However, grantees should record the enrollment and outreach activities of all to whom individuals they provide assistance.

Question 22: Will employers allow information sessions/enrollment during work time and also at their location?

Answer: Employers are not required to allow information sessions or enrollment activities during business hours or at their work location. Neither the Illinois Department of Public Health (IDPH) nor the Health Insurance Marketplace is responsible for developing employer-specific rules, procedures, practices, or permissible activities.

Question 23: What exact marketing collateral will you provide? For example, will you provide a 30-second television commercial that we can tag with our contact info or if we want to do television ads would be also be responsible for production of that TV ad in addition to media placement/buys.

Answer: All TV marketing will be funded through a separate state procurement and should not be included in an applicant's proposal.

Question Area: Funding

Question 24: How will funds be dispersed? How often will they be dispersed?

Answer: Grantees will file for reimbursement for grant expenditures on a quarterly basis. When necessary (e.g., if an organization cannot afford to pay a grant employee's salary prior to receiving funding), a grantee may request an advanced payment of grant funds.

Question 25: How would you like to see pass-through funds' sources listed – the ultimate source or the distributing source?

Answer: Pass-through funds should be listed by their ultimate distributing source.

Question 26: In the page 4 of the Request for Applications (RFA) Instruction, it describes the grant may not be used to match any other Federal Funds. Can we use this grant as a cash match for State Funds? We have a few Illinois State funded grants that require cash match. We are wondering if it is allowable or not?

Answer: IPC grant funds cannot be used as cash match to secure other state funds. They must be used solely for fulfilling IPC grant deliverables.

Question 27: What is the basis for payments to In-Person Counselor agencies? Will they be paid through a grant-based mechanism or paid for the number of applications submitted? Can funds be advanced? Will payment be made in part or in full at the time the award is made?

Answer: Grantees will file for reimbursement for grant expenditures on a quarterly basis. When necessary (e.g., if an organization cannot afford to pay a grant employee's salary prior to receiving funding), a grantee may request an advanced payment of grant funds.

Question 28: For the purposes of our proposal, we will be targeting child care providers and the families they serve. Could we offer program improvement incentives to child care programs if they agree to facilitate enrollment at their programs?

Answer: Applicants are required to describe their proposed activities and methods for reaching their stated goals in the grant application. Sub-grantees included in a lead agency's application are eligible to receive payments for performing program activities. However, grantees may not use grant funding for payment to organizations not approved as subcontractors within their application.

Question 29: Please clarify the answer to Question 46 in State responses to submitted questions ("Will items such as software or services to track our outreach and enrollment activities be an acceptable grant expense? This type of tracking is outside of what will be provided through the exchange software and likely necessary for accurate tracking.") Does the posted answer mean that software to track outreach and enrollment activities will be provided to grantees? And therefore is not an acceptable grant expense?

Answer: All tracking tools related to enrollment and outreach activities will be provided to grantees by the state. Applicants should not include funding for separate systems in their grant budgets.

Question 30: Although funding for the grant is one year, will a proposal be accepted if staffing is needed for a two year period to capture the anticipated rush for this year's open enrollment period and next year's open enrollment period?

Answer: Under this grant award, funding after June 2014 will not be available for grantees. While the State anticipates continued outreach efforts following the expiration of this grant period, future grants are contingent on available funding and cannot be guaranteed at this time.

Question 31: May a sub-grantee be listed in more than one proposal (proposals being led by 2 separate lead agencies) if the staff that would be funded at the sub-grantee organization if both are selected would be focused on different populations within the community?

Answer: A sub-grantee may be listed in more than one proposal. However, if the sub-grantee is selected in multiple proposals, different staff members must perform distinct enrollment and outreach activities from each award. Sub-grantees may not use funding from multiple awards for the same staff, equipment, administrative costs, or other expenses.

Question 32: What payment method will be used from grantor to grantee? What payment method has to be used from grantee to subcontractor? Is a monthly invoice with expenditures required per budget item or are actual receipts required?

Answer: Grantees will file for reimbursement for grant expenditures on a quarterly basis. When necessary (e.g., if an organization cannot afford to pay a grant employee's salary prior to receiving funding), a grantee may request an advanced payment of grant funds.

Grantees and subcontractors should make arrangements regarding transfer of funding that suit the needs of their specific situations and allow for completion of all required financial reporting.

Question 33: Can client transportation (bus fares, cab fares, gas cards, etc. to allow individuals to get to the enrollment locations) be paid for with grant funds?

Answer: Yes.

Question 34: We have identified a group of proposed sub-grantees to support IPC Program activities. Our organization will serve as the lead applicant. Specific costs for each sub-contractor are still pending. What level of detail should be included in the budget narrative to justify contractual costs?

Answer: Budget information submitted through the application should reflect the best estimates of the applicant organization and provide as much detail as currently known.

Question 35: If a local partner of a lead agency serves multiple counties, without being listed as a partner of other jurisdictional lead agencies, are there In-Person Counselor services reimbursed then only by the lead agency where they are listed as a partner?

Answer: Lead agencies and sub-grantees should make their own arrangements regarding budgets and territory covered; the application submitted by the lead agency should reflect any counties in which a sub-agency wishes to operate and expend grant funding.

Question 36: The Illinois Health Insurance Marketplace Outreach and Consumer Education Plan indicates that Illinois' marketing company on contract will develop media outreach, products and materials, including the Assister Website. May In-Person Counselor applicants also plan to develop materials, websites, and public service announcements to support our specific outreach?

Answer: Materials promoting the specific organization's In-Person Counselor services may be produced with grant funding (e.g., fliers or brochures advertising the organization's location, enrollment events, hours, languages spoken, etc.). However, the State plans to produce and translate materials describing features of the Health Insurance Marketplace, eligibility requirements, enrollment processes, common features of health insurance products, and other materials not specific to the services of individual grantees. Therefore, applicants should not include funding for production of such materials in their budget requests.

Question 37: The State has been very late in making payments to social service organizations, for the IPC program, will the State also be late or will payments be made on a quarterly basis the IPC program will be funded through a different funding source?

Answer: The Illinois In-Person Counselor Program is funded through a federal grant. IDPH therefore does not anticipate any funding delays of the type associated with recent programs funded through state revenues.

Question Area: Performance/ Reporting

Question 38: Can IPC grantee enrollment data be accessed in real time on the Marketplace database through their unique identification that they get from the certification process?

Answer: In-Person Counselor grantees are responsible for meeting their program goals as set through their application work plan and the Marketplace Outreach and Education team. More information on data tracking, enrollment goals, web portals, and reporting procedures will be available for successful applicants.

Question 39: In order to track results for the grantee's outreach and education efforts can the grantee count enrollment that was not facilitated by IPCs - meaning all enrollment in county - considering the outreach and education activities and one-on-one counseling?

Answer: In-Person Counselor grantees are responsible for meeting their program goals as set through their application work plan and the Marketplace Outreach and Education team. More

information on data tracking, enrollment goals, web portals, and reporting procedures will be available for successful applicants.

Question 40: What does "enrollments successfully facilitated" mean exactly? Does it include those who go home and sign up after beginning application with an IPC?

Answer: "Enrollments successfully facilitated" refers to fully completed enrollments facilitated by the grantee organization. If enrollment cannot be confirmed, grantees should record activities under the number of applicants assisted.

Question 41: Do we need to track unique consumers (as applicants)? If we have 15 IPCs and someone is assisted by two, are they counted twice or do we need to create a system that uniquely identifies each applicant. Or will that be tracked with an IPC unique identifier on Marketplace itself?

Answer: Each applicant will be tracked. Interactions between applicants and the IPCs will also be tracked. More information on data tracking, enrollment goals and responsibilities, and reporting procedures will be available for successful applicants.

Question 42: Counting enrollment statistics in our target area - We are setting a goal for our county and had planned to partner with organizations that also enroll even if we are not paying their staff to do the enrollment. Do we only count "facilitated enrollment" or can we get "credit" for those who are eligible for subsidized Exchange, but they enroll by themselves, or they enroll with the help of a Certified Application Counselors (those trained and certified but not receiving money from the grant)?

Answer: Grantees may include enrollment and assistance totals for any sub-grantees listed on their application.

Question 43: If a person is currently insured through catastrophic or other expensive insurance, and enrolls in any of the exchange pathways, would they be counted in the results?

Answer: Yes, all enrollment in Qualified Health Plans or Medicaid coverage should be included in grantee reporting.

Question 44: If an IPC agency has one staff member dedicated to the program, but a second staff member occasionally assists with enrollments (into new, expanded Medicaid, for example), does that second staff member's enrollment numbers count toward our reporting data?

Answer: Yes, all staff performing outreach, education or enrollment under the grant must meet responsibilities for data tracking, enrollment goals, and reporting. More information on these responsibilities will be available for successful applicants.

Question 45: Regarding Section 4.12: Goals, specific figure C, can you provide a definition for what "applicants assisted" means? What does "assistance" specifically entail, and how this is different from specific figure D, "number of enrollments"?

Answer: “Enrollments successfully facilitated” refers to fully completed enrollments facilitated by the grantee organization. If enrollment cannot be confirmed, grantees should record activities under the number of applicants assisted.

Question 46: Regarding tracking outputs and results, is Illinois developing a universal tracking system for ACA assistance/enrollment? Will grantees be expected to utilize this system? Or, will grantees each be expected to develop their own tracking system?

Answer: The State of Illinois has requested software for tracking purposes through the Marketing and Advertising procurement referenced in the webinar. Additional information regarding the tracking system, collection procedures, and reporting expectations will be disseminated to grantees after awards are announced. Grantees should not request funding for developing or purchasing parallel systems.

Question Area: Training

Question 47: If we get additional staff trained and certified (those who are not being paid - or only being paid some of their salary through the grant)?

Answer: At this time, in-person training will be provided exclusively to individuals paid in part or in full through grant funding and who intend to be certified as an In-Person Counselor or Navigator. Grantee entities who are performing outreach, education or enrollment activities as an In Person Counselor must receive both the federal and state specific training, and each individual will be certified by the State. These individuals must meet responsibilities for data tracking, enrollment goals, and reporting. More information on these responsibilities will be available for successful applicants. Individuals not intended to be certified as In Person Counselors are not eligible for training. For the purposes of grant reporting, only assistance provided by certified IPC staff should be included.

Question 48: Does the grant require budgeting for three day training in Chicago with accommodation even if grantee agency is only a commuter train ride away from UIC?

Answer: It is up to the applicant to determine whether they need to budget for travel related to training.

Question 49: If we are a lead agency applying on behalf of multiple sub-grantees, will the training be open to appropriate staff from each of our sub-grantees as well as our staff? Or would our staff be responsible for training the sub-grantees?

Answer: Yes, all sub-grantee employees performing outreach, education and enrollment are required to complete the federal training through the federal government and the state specific training through the University of Illinois at Chicago.

Question 50: Once the In Person Counselor entities have been selected, we are wondering if there will be a limit on how many staff an In Person Counselor agency may send to training? Ideally, we would like

to be able to send multiple staff (even if we have one primary staff person working on the project), so that we are equipped to handle as many enrollment requests as possible.

Answer: Grantee entities who are performing outreach, education or enrollment activities as an In Person Counselor must receive both the federal and state specific training, and each individual will be certified by the State. These individuals must meet responsibilities for data tracking, enrollment goals, and reporting. More information on these responsibilities will be available for successful applicants. Individuals not intended to be certified as In Person Counselors are not eligible for training.

Question 51: For timeline estimates and salary budget estimates, approximately how long after the award begins on 7/1/2013 will the mandated Federal and State training be held?

Answer: State specific training will begin in July. The timeline for federal training has not been released at this time.

Question 52: Can an individual participate in the certification process without being affiliated with an “approved” grantee? If so, how can you get information on the training dates and how can you sign up?

Answer: No, at this time, all certified individuals must be affiliated with the In Person Counselor program, federal Navigator program, or Certified Applications Counselor program.

Question 53: How long is the training period? One day, three days?

Answer: The state specific training will include online modules to be completed before the in-person training. The in-person training will be two days long.

Question 54: Regarding the required in-person training to be provided to individuals carrying out activities under the In-Person Counselor Grant program, can you clarify whether or not the training is to be offered only during the anticipated July-August timeframe indicated in the RFP, or is there also a plan to make this training available at other times during the project period? (This is a one-year project. Retaining training staff for a temporary appointment will undoubtedly be a challenge – how can we hire replacements if the required training is no longer available?)

Answer: Training for new staff will be available throughout the open enrollment period. Continuing education is also required for IPCs for the duration of the grant period.

Question Area: Oversight / Liability

Question 55: Would you specify the type of criminal background check required for the In-Person Counselor program? For example, is a background check by the Illinois State Police sufficient?

Answer: Employers must conduct fingerprint-based background checks on all grant-funded employees. A fingerprint-based background check offered by the Illinois State Police meets the standards for this grant.

Question 56: In the instructions it stated to have an allotted budget of background check. Will we have to select a facility or will one be appointed?

Answer: Employers must conduct fingerprint-based background checks on all grant-funded employees. Employers may select any facility with such capabilities.

Question 57: Please indicate what, if any, liability protections or immunities exist for IPA eligible entities relating to education and enrollment (or non-enrollment) of consumers into the Marketplace and/or other insurance products? May an eligible entity condition education and/or enrollment upon execution of a liability waiver?

Answer: Organizations should consult their lawyers regarding questions about liability.